

NBCP Frequently Asked Questions

- **Do all child care employees have to submit to a fingerprint background check?**

Individuals subject to Background Checks are: those employed by a provider for compensation; contracted employees and self-employed; those who care for, supervise, or have unsupervised access to children in care; and those (adults) living in a family child care home.

- **Does this apply to child care employees under the age of 18?**

Employees under the age of 18 will not be required to submit to a fingerprint background check. Providers should follow the current process of submitting the DCC-374 – Child Care Central Registry Check form to the Division of Child Care along with identifying information (ID, birth certificate or social security card), parental consent, and a \$10 payment.

- **Do volunteers have to complete a fingerprint based background check through NBCP?**

No. However, you can submit the DCC-374 form to the Core Section to receive a completed CA/N check on each volunteer. Please make sure to specify the request is for a volunteer by highlighting the word volunteer on the form or simply writing the word volunteer under “Other”. You will also need to submit identifying information (ID, birth certificate or social security card) \$10 payment.

- **I own two centers which frequently use the same staff members. Do I have to put on two separate applications for these staff?**

No. As long as the staff member has one completed application under one of your centers, you will not have to add a second application for the second location. However, the staff member will need to have a copy of their Final Registry Results and their Employment Authorization form on hand if they are working at the other location.

- **What forms do I have to keep?**

You will need to keep a copy of the signed DCC-500 (Waiver) and DCC-501 (Disclosure) forms in the employee's personnel file. You may also upload the documents into the KARES system.

- **Will staff be allowed to work supervised until background checks are returned?**

Yes, you can provisionally hire someone after the applicant has had their fingerprints submitted, but they cannot be left unsupervised with children.

- **What if an applicant/employee has lived in another state during the last 5 years? What do I have to do?**

A Child Abuse/Neglect Registry check must be requested from each state in which the person has resided in the last 5 years. There is a link on the DCC website which provides contact information for each state. The employee cannot be left alone until you receive the results from the other state or 30 days have passed since the request was made to the other state.

If the person resided in a state which participates in the National Fingerprint File (list can be found on DCC website), you do not have to request a criminal records check from that state. If the state does not participate in the National Fingerprint File system, you will need to request a criminal records check from the state(s).

These documents should be uploaded into the KARES system.

- **I made a typo when entering applicant information. Should I withdraw the application and start over?**

Please contact the CHFS DCC Help Desk. A member of our staff can edit the information. Do not withdraw an application unless a member of the Core Section staff advises you to do so. Withdrawing applications can result in multiple payments and errors.

- **What does it mean if an auto-match is found on the Central Registry Check?**

This means the Cabinet for Health and Family Services, Department for Community Based Services has made a finding of abuse or neglect against the applicant. The applicant is not eligible to work in a child care setting if their name appears on the Central Registry. The applicant does have the opportunity to appeal the finding with the Office of the Ombudsman, Quality Assurance Section.

- **When I click on Kentucky Child Abuse Registry link, I'm redirected to the Office of the Ombudsman website. What do I do?**

The CA/N check is completed by an auto-match feature. Under Registry Results, you will see the number of matches for your applicant. If there are "0" matches, you will select "Cleared." If there are matches, the applicant can contact the Office of the Ombudsman, Quality Assurance section to discuss the findings that were reported and the possibility of filing an appeal.

- **My staff member has been deemed "Not Eligible for Hire." What does that mean?**

This determination means the applicants name appears on the Central Registry or the person has been convicted of/or is currently awaiting trial for a disqualifying offense as outlined in 922 KAR 2:280 Section 6. Anyone who has been determined "Not Eligible" may request an informal review and/or rehabilitative review as outlined on the DCC-

500- Waiver and Agreement Form. The applicant is also notified of the determination and their appeal rights via mail.

- **Does the hire date entered in the NBCP have any bearing on training hours/requirements?**

No. Since all users are new to the KARES system, KARES will not allow you to officially hire someone until their complete background check is received (fingerprints). So, you must use the date the system tells you the person is eligible for hire. The hire date used by the NBCP/KARES has no bearing on training hours, etc.

We are working with ECE-TRIS to add the NBCP date to an individual's profile making it easier for everyone to keep up with all the different dates.

- **Fingerprints have been rejected. What should I do?**

If fingerprints are rejected, the applicant will need to have their fingerprints taken again using the same Live Scan Fingerprinting form. If the fingerprints are rejected a second time, the system will automatically begin a name-based search.

- **Does the fingerprint background check follow the employee?**

Yes, the fingerprint background check follows the employee. However, each center will need to enter an application for the employee.

- **There are only 4 options for race listed in KARES. Why?**

The following races are acknowledged by the FBI:

- Asian or Pacific Islander
- Black or African American
- American Indian or Alaska Native
- White

Allow the applicant to choose which category they best fit.

- **My agency already completes fingerprint based background checks through KSP/FBI. Can those results be used for the NBCP?**

No. The employee must submit to the fingerprint background check through the NBCP. Each result is tied to the Division of Child Care's ORI (Originating Requestor Identification) number.

- **Why do we have to use the NBCP?**

Federal regulation requires all states to establish and utilize a national background check program.

- **How often are fingerprint background checks required?**

Federal regulations mandate fingerprint background checks are required every five years unless there has been a 180 day gap in employment.

- **Where do we go to be fingerprinted?**

A list of approved fingerprint location sites is available on the DCC website.

- **How will I know when a fitness determination has been made?**

You will receive an email notification advising a determination is available.

- **What do I do after I receive a fitness determination?**

If the employee is showing as hired and/or “permanent employee”, you will need to close the application.

- **I have a new hire who previously worked at another child care center. Do they have to have their fingerprints taken again?**

A second set of fingerprints will not be required as long as there has not been a 180-day gap in employment. You will need to enter an application for that person under your center and pay the \$20 connection fee.

- **The applicant has resided in another country within the last five (5) years. Am I required to attempt to obtain background checks from those countries?**

No, you are not required to attempt to obtain background checks from other countries. Enter the applicant on KARES and follow the process.

- **What does “Provisional Hire” mean?**

Provisional Hire means the person has cleared the three registry checks and has had their fingerprints taken. These employees must be supervised at all time and cannot be left alone with children.

- **I keep getting email messages stating Provisional Employment will expire in a certain number of days. Why am I getting this message? What do I do?**

Provisional employment is set to expire after 30 days. The system automatically generates these email messages. You can contact the CHFSDCCNBCP Help Desk and they provisional employment date can be extended.

Child Care KARES Help Desk
CHFSDCCNBCP@ky.gov
502-564-2524, Option 1

KOG Security Help Desk
KOGhelpdesk@ky.gov
502-564-0104 Extension: 2

KOGhelpdesk@ky.gov

Contact for account related issues (cannot log into KOG, need to change password, etc.)